20 Most Promising Public Sector Solution Providers - 2017

Public sector agencies in their quest to be responsive and customer centric are drawing into their fold a host of new technologies and innovative service delivery models to effectively serve the populace. As the public sector agencies focus on improving the digital interactions with the citizens, technologies such as cloud, social and mobile are playing a helping hand in this pursuit. Likewise, data analytics and predictive modeling aid in gleaning intelligence from the massive information repository and provide actionable insights in real time for the decision makers to improve mission effectiveness.

Modernization of the technology stack and transactional systems is underway with software-defined everything boosting speed and bringing in ease and simplicity to the operations. Today, vendors in the public sector solutions realm bring forth a comprehensive solution portfolio that assists the IT renaissance underway. Amidst a broad portfolio of comprehensive solutions and services that cater to the diverse needs of the public sector agencies, choosing the right fit to meet their organizations' strategic objectives can be quite overwhelming for the CIOs.

A distinguished panel comprising CEOs, CIOs, VCs, analysts, and the CIOReview editorial board has reviewed the top companies in the public sector solutions domain. In our selection process, we looked at the vendor's capability to fulfill the need for cost-effective and flexible solutions that add value to the users in the public sector arena. The shortlisted firms are at the forefront of tackling the challenges with cutting edge technology tailored to automate processes and optimize business outcomes.

We bring to you 20 Most Promising Public Sector Solution Providers 2017.

Infosys International

recognized by **CIOReview** magazine as

20 MOST PROMISING PUBLIC SECTOR SOLUTION PROVIDERS-2017

An annual listing of 20 companies that are at the forefront of providing public sector solutions and impacting the marketplace

Company:
Infosys International

Key Person:
Raj Mehta
Chairman & CEO

Description:
A certified minority business enterprise that offers a wide range of IT services to local and federal governments

Website:
infosysinternational.com

Infosys International
Revamping E-Governance Models

Raj Mehta

For Raj Mehta, chairman and CEO of Infosys International, nothing is more important than upholding superior work ethics. By treating his clients, local and federal government agencies, as partners and working closely with them, Mehta has not just brought benefits to clients through successful solution implementations, but his empathizing approach in dealing with clients has placed Infosys International in a reputable spot in IT consulting landscape.

His brainchild, Infosys International, a certified minority business enterprise, has been offering IT products and services to equip local and federal governments in the U.S. with modern technologies. Whether it is upgrading a county's infrastructure to cloud-based services, developing anti-terror mobile technology, or developing apps for agencies, Infosys International provides a wide range of solutions and toolsets to help government agencies meet the market demands. Infosys International, being certified partners of industry-leading IT companies like Microsoft, Infor, and PeopleSoft, also offers platform integration and network management services for government departments.

At a federal level, Infosys International has accomplished many remarkable infrastructure management services for the U.S. Department of Defense, the U.S. Air Force, Army, IRS, Air National Guard, and Department of Energy. The firm has also been a significant part of NY Metropolitan Transportation Authority's "See Something Say Something" program and built a simple-to-use smartphone app for commuters to report any suspicious activity.

In the current era of e-governance, implementation of advanced cloud technologies has become an important mandate for public agencies. However, Mehta notes, "Since public agencies are subject to critical audits, the impact of adopting a new technology is vetted across multiple parameters which becomes highly time-consuming." Particularly, smaller communities face more challenges in technology implementation due to financial constraints. While Infosys International works with governments of all sizes and stature, its affordable IT solutions aim to bridge the standards of public service operation between a federal setup and a small, local government system.

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> **Infosys International provides a wide range of solutions and toolsets to help government agencies meet the market demands**

Two such projects–both developed for the first time in the country–help solve major problems for local governments. One application, GreatNet, a shared government services, was developed for a group of agencies in Great Neck peninsula–municipalities, fire districts, schools, police and other organizations–to allow them to share facilities, equipment, and services. In a two layer approach, agencies can communicate needs to others and the public can access elected officials, emergency notifications, road closings, news, and calendars of all the agencies in one place. This application allows communities to keep the costs of government trimmed. The second application is for a Law Enforcement Agency in the New York State - an on-line pistol license renewal. This application eliminates long lines and reduces costs for license holders as well as speeds the renewal process by allowing for renewing online. Infosys International has designed and developed mobile apps for law enforcement agencies such as Crime Stoppers and See Something Say Something.

The Department of Health and Human Services for Nassau County, NY had an overwhelming issue of handling too many paper records for which they were not able to provide case documents to clients in a timely fashion. Mehta recalls, "They were literally drowning in over 60 million paper case-file documents." Infosys International solved this predicament well within the county's budget by developing a "No Wrong Door" system, an application that allowed case workers to access digitized case documents from the health agency's general client inquiry software.

Under Mehta's able leadership, Infosys International has reached numerous milestones. Today Infosys International's 14,000-square-foot headquarters also houses a startup incubator known as the "digital ballpark" which currently mentors 16 startups from Long Island. As a visionary, Mehta foresees the mobile application market gaining a very promising foothold in the future of e-governance and looks forward to capitalizing on this opportunity. Striding ahead, he also envisages Infosys International growing considerably from a product innovation perspective to offer affordable solutions to smaller communities. **CR**